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**JUN 01 2009**

**Practitioner's Docket No. 1202a**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Minh Duy Khuc

Confirmation No.: 1277

Application No.: 10/678,876

Group No.: 2416

Filed: 10/03/2003

Examiner: Phan, Tri H.

For: CALL CENTER COMMUNICATIONS SYSTEM FOR HANDLING CALLS TO A CALL  
CENTER

**Mail Stop: AF**  
**Commissioner for Patents**  
**P. O. Box 1450**  
**Alexandria, VA 22313-1450**

**AMENDMENT**

In response to the final Office Action dated April 1, 2009, please enter the enclosed  
response and consider the following remarks.